

STEP 1

COMPLAINT OR ALLEGED BREACH RECEIVED

Complaint must be acknowledged as received.

Complaint must be:
- On official form
- Within time frame

STEP 2

INITIAL EVALUATION

1. Initial Threshold Questions (ITQ) – if personal grievance, protected disclosure, vexatious, excluded Respondent or no breach of Policy.
2. If ITG's not satisfied, Complaints Manager (CM) determines:
 - a) appropriate Relevant Organisation (netball or external) to handle complaint; and/or
 - b) whether to conduct internal or external investigation.
 - c) whether complaint is excluded
3. If ITQ's not satisfied, CM determines whether to take Provisional Action (e.g., where likely risk, Child Abuse and/or Serious Criminal Charge so temporarily standing member down etc) or immediate Disciplinary Action (where likely breach).

STEP 3

ASSESSMENT

Determine chosen process to manage the Complaint.

Obtain further information from people involved.

Provisional Action

Investigation (Internal or External)

ADR: Mediation/Conciliation

No further action
Manage through other measures (eg, education)

Appeal – ADR/NA/NST
Hearing Tribunal

Minor Allegation

STEP 4

OUTCOME

Unsubstantiated
(Most likely, the Respondent did not breach a policy)

Unable to be Substantiated
(Two equally plausible versions of events)

Substantiated

Warning Procedure

Notification to all parties

Notification to all parties

Determination of Sanction
(All parties notified)

Mediation/Conciliation
/Hearing Tribunal

Breach Offer

Acceptance of Breach Notice

Dispute of Breach Notice

Hearing Tribunal

Determination

Appeal

STEP 5

FINALISATION

- Organisation informs Netball Victoria and Netball Australia of Outcome of Alleged Breach
- Sanction/Outcome implemented (if applicable)